

DIRECTOR OF INFORMATION AND SUPPORT SERVICES

Exempt
JG XX
DJW/a

DISTINGUISHING FEATURES OF THE CLASS:

The work involves planning, directing and coordinating a variety of centralized services in support of County departments, institutions and agencies. These services include voice and data telecommunications, data processing, mail services, printing and graphics, microfilming, record management and retention, automotive servicing, garage and motor pool, duplicating and other specialized services. The incumbent is responsible for maintaining administrative control over all functions, for overall supervision of division personnel and performs the duties of the Records Management Officer as required by state law. This position required the exercise of independent judgment in developing and maintaining effective operational policies and procedures consistent with the needs of user departments. General direction is received from the County Executive. Does related work as required.

TYPICAL WORK ACTIVITIES:

Formulates operational policies for application within the division and for participating County departments and agencies;
Confers with operating and supervisory personnel of information services and support services in resolution of problems and to provide consultative services on improvement and development of new services;
Executes a program consisting of implementation of centralized information services and support services such as departmental printing and copying requirements, voice and data communications projects, data processing, records retention evaluation and implementation, microfilm/micrographic systems, mailing requirements, vehicle servicing and motor pool use;
Conducts meetings with operating departments and agencies to develop new services and evaluate effectiveness of current services;
Prepares reports on services and evaluation in relation to goals and objectives for the County Executive and management;
Prepares division budget and administers same;
Keeps abreast of the latest developments in equipment and centralized service trends in County government;
Performs such other duties as may be prescribed or directed by the County Executive or the County Legislature;
Executes a records management program for the County.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of the modern principles and practices used in the administration of a centralized service unit;
Thorough knowledge of business and public administration policies and techniques;
Thorough knowledge of current literature available and current trends in the area of centralized services;
Good knowledge of budget preparation and financial management techniques;
Ability to plan, direct and coordinate the activities of a multiple service unit;
Ability to supervise in a manner conducive to full performance and high morale;
Ability to work well with others;
Ability to resolve problems and make decisions related to the delivery of centralized services;
Tact;
Good judgment;
Dependability;
Physically capable of performing the essential functions of the position with or without reasonable accommodation.

SUGGESTED QUALIFICATIONS:

- A.) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and seven (7) years of administrative experience; or;
- B.) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree and five (5) years administrative experience; or;
- C.) An equivalent combination of training and experience as defined by the limits of (A) and (B).

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full time experience requirements.